Add pet feeder via Bluetooth
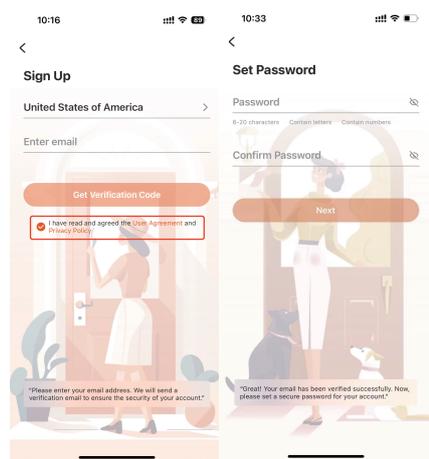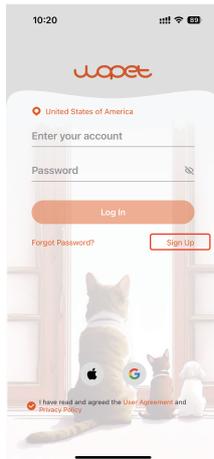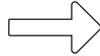
**Scan code to get the
"WOpet Life" App**

STEP 1
Search the app store or scan the
QR code to download and install
the app called WOpet Life.

STEP 2
Open the app, click "Log In".
Tips: If you haven't an account, please
click "Sign Up" to create an account.

STEP 3
Please choose the correct country or the Area,
enter an email and the password, read and agree
to the privacy policy, then click Next.
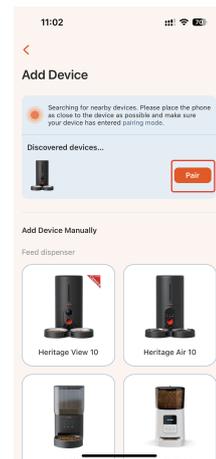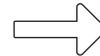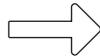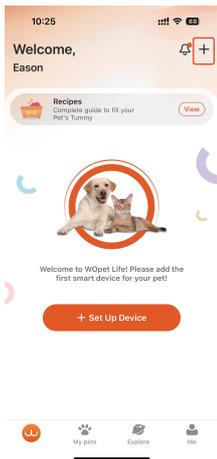
STEP 4
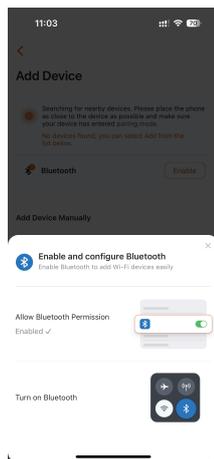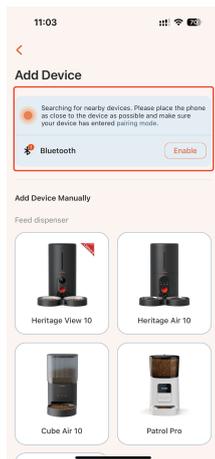Click "+ Set Up Device" or plus button
at the top right corner to add a new
pet feeder.

STEP 5
Click Turn on Bluetooth and click Turn on now.

STEP 6
Click Pair

STEP 7
Choose Wi-Fi and enter password,
then click Next.

STEP 8
Click the Done button at the bottom
to complete the connection.

If the feeder is failed to connect, please add the feeder using the Wi-Fi mode

STEP 1

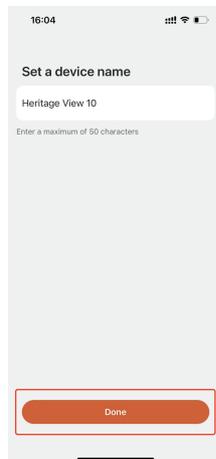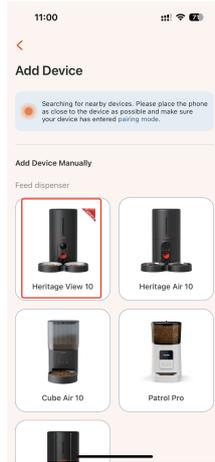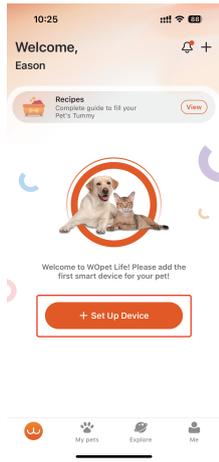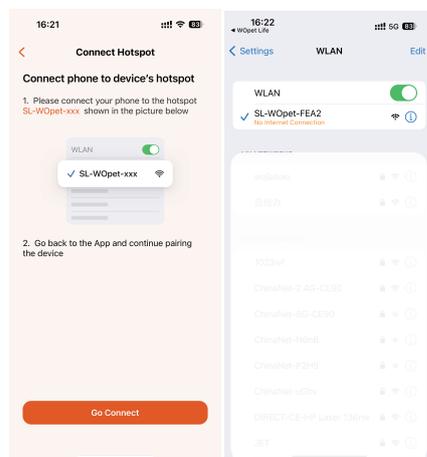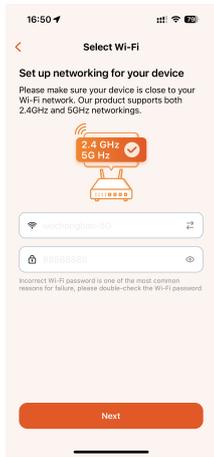Click "+ Set Up Device" or plus button at the top right corner to add a new pet feeder.

STEP 2

Find the Heritage View 10 pet feeder under the Add Device Manully.

STEP 3

Select Wi-Fi connection mode in the upper right corner, press and hold the Setting button for 5 seconds, wait for the green light to flash, and click to go to the next step.

STEP 4

Select 2.4 GHz or 5 GHz Wi-Fi network and enter password, then click Next.

STEP 5

Go to the Wi-Fi settings on your mobile phone and connect to the Wi-Fi which starts with SL-WOpet--xxx.

STEP 6

Return to the app after the Wi-Fi is connected.

STEP 7

Click the Done button at the bottom to complete the connection.

FAQs

1. Troubleshooting method of connection failure:

1) Check whether the pet feeder is plugged in (The power adapter must be plugged in to successfully connect to Wi-Fi)
2) Check if the wifi strength is strong enough and reset the router. The distance between the feeder and the router
should not be too far, within 10m is recommended..
3) Check the indicator lights'station is consisten with the app describetions. If not, changing them by long-pressing the Setting button.
4) Switch Wi-Fi mode to try again.
5) Re-download the app and reset the pet feeder.

2. The device does not dispense food as scheduled?

1) The feeder is using 24-hour military time system.
2) When there is food blocking, the feeder won't dispense food, clean the food residual in the food outlet, and clean the inside of food bucket.
3) Check if the wifi strength is strong enough and reset the router. The distance between the feeder and the router should not be too far, within 10m is recommended.
4) Please try to manual feeding to check if the motor is turning properly.
5) Please reset the feeding schedule to have a try.

3. What if l receive a food blackage message in my feeding log?

1) Check if food is clogged in the dispensing tunnel.
2) Manually clear out food from the tunnel in the food bucket, and check if foodis stuck at turnplate.

4. How do I hide the camera on my device?

1) Click the camera logo in the bottom left corner of the camera page to hide the camera.

If the connection fails, please provide the information to contact our after-sales team, we'll get back to you within 24 hours. (support@wopet.com)

1) Your order number.   2) The virtual ID of feeder.   3) The video failed to connect.